

Capabilities		Cloud (Meraki)	Prime
Device Diagnostics			
	Automatically open service request to Technical Assistance for serious problems	-	✓
Smart Interactions			
	Integration of customer or partner support case management system with that of Technical Assistance	-	✓
Network Monitoring			
	Equipment status, uptime/downtime	✓	✓
	Equipment location information	✓	-
	Application and user usage information	✓	-
	Integrated workflows and tools allow IT administrators to quickly assess service disruptions, receive notices about performance degradation, research resolutions, and take remedial action	Yes, but limited resolution information	Yes, advanced troubleshooting
Additional Capabilities			
	Security intrusion prevention signature updates	✓	✓
	Device configuration back-ups	✓	✓
	Periodic network health, security, and voice assessments	-	✓
	Voice readiness assessments	-	✓
	Plan-Build-Manage Lifecycle Services	-	✓

Third-party support	Limited 3 rd party device support	Yes, non-Cisco switches that support RFC 1213 and wireless controllers/access points from 3rd parties
<p>Role-based administration lets administrators appoint personnel for specific subsets of an organization, providing read-only access to reports and troubleshooting tools.</p> <p>Provides insight into the users on the network, identifying clients by device type (e.g., iPads) and even username. Inspect, throttle, or block users, and integrate with Active Directory to apply different policies to different classes of users.</p>	✓	<p>✓</p> <p>Requires ISE integration. ISE allows for more granular control</p>
<p>Visibility and Control over users, content, and applications at any location. Far beyond simple host- and port-based solutions, Layer 7 fingerprinting classifies evasive and encrypted applications including P2P.</p>	✓	<p>Requires Assurance License and AVC capable devices.</p>
<p>Mobile application for Apple iOS devices provides fingertip access to view, troubleshoot, and resolve network issues anywhere and anytime</p>	✓	
Technical Assistance (TAC)		
Local Business Hours Support	✓	✓
24x7 Support	-	✓

Open Case via Phone or Web	✓	✓
Software Updates / Upgrades		
Software Updates	✓	✓
Software Upgrades	✓	✓
Hardware Replacement		
Advance replacement - Next Business Day (NBD)		
Shipment	✓	✓
Advance replacement - NBD Delivery	-	✓
Advance replacement - 4 hr or 2 hr Delivery	-	✓
Onsite replacement - NBD, 4 hr, 2 hr	-	✓
Online Support Resources		
Knowledgebase	✓	✓
Online support tools	✓	✓
Support Community	-	✓
Installed Base Management		
Meraki License status & expiration	✓	-
Meraki installed hardware PID, description, serial number	✓	-
Cisco equipment - warranty and service contract status and expiration	-	✓
Cisco installed hardware PID, description, serial number, software installed	-	✓
Alert Reporting		
Hardware EoL and last day of support alerts	-	✓
Software EoL and last day of support alerts	N/A	✓
Security alerts and advisories	-	✓
Display and send product notifications	-	✓